Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Environmental Quality	157	1	158
	80	0	80
Customer Company Total	157	1	158
	80	0	80

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Environmental Quality	157	1	158
	12	0	12
Customer Company Total	157	1	158
	12	0	12

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	**Medium**	**ATTIR Total**
Environmental Quality	157 0.43	1 0.36	158 0.43
Customer Company Total	157 0.43	1 0.36	158 0.43

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Environmental Quality	157 13	1 0	158 13
Customer Company Total	157 13	1 0	158 13

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents Bottom Number - Average time in hours		
Customer Company	**Low**	**Medium**	**ATTR Total**
Environmental Quality	157 2.87	1 1.29	158 2.86
Customer Company Total	157 2.87	1 1.29	158 2.86

Environmental Quality

Detail

INC	Name	Category	Type	Item			TIR Missed	TIR		Value
INC000000319045	Ben Holcomb	PC/Laptop	Hardware	None			TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Closed	TTR Missed: Yes	TTR:		19.25
INC000000343052	Mark Jensen	Server	Performance	None			TIR Missed: Yes	TIR:		12.83
	Metro B Hosting	Paul Engberson	Environmental Quality	Low		Resolved	TTR Missed: Yes	TTR:		64.00
INC000000353165	Valerie Warr	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:		0.40
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		4.26
INC000000354115	Mark Schmitz	Application	Error	None			TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Closed	TTR Missed: Yes	TTR:		10.23
INC000000354189	Jeffrey Ostermiller	Application	Error	None			TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Closed	TTR Missed: Yes	TTR:		13.67
INC000000355746	Wade Hansen	Application	Error	None			TIR Missed: No	TIR:		0.07
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		2.84
INC000000355863	Jim Bowcutt	Application	Error	ZENworks for Desktops			TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		1.86
INC000000356010	Jason Krebs	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:		0.71
	Metro B Help Desk	Gary Graham	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.81
INC000000356028	Jason Krebs	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:		0.69
	Metro B Help Desk	Gary Graham	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.69
INC000000356036	Jillian Vause	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:		0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.00
INC000000356089	Ilene Staker	Application	Error	None			TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		1.50
INC000000356110	Jason Krebs	Network	Password	None			TIR Missed: No	TIR:		0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.06
INC000000356361	Kim Dyches	None	None	None			TIR Missed: No	TIR:		0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.00
INC000000356569	Kathryn Dozier	PC/Laptop	Hardware	None			TIR Missed: No	TIR:		0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.47
INC000000356736	Delene Stevenson	Network	Error	None			TIR Missed: No	TIR:		0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.00
INC000000356810	Frank Stehno	Application	None	None			TIR Missed: No	TIR:		0.02
	Application Services	Sarah Johnson	Environmental Quality	Low		Closed	TTR Missed: No	TTR:		0.47

Environmental Quality

Incident	Name	Category	Type	Product	TIR Missed	TIR	TTR Missed	TTR
INC000000356837	Jule Fausto	Network	Password	Novell Client for 32-bit Windows	No	0.00		
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed / No		No	0.00
INC000000356843	Douglas Bacon	PC/Laptop	Virus	None	Yes	1.45		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed / Yes		Yes	7.90
INC000000357044	Tina Mercer	Print/Copy/Scan/Fax	Error Code	None	No	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed / No		No	1.29
INC000000357045	Bronson W Hawley	Application	Error	None	No	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed / No		No	5.86
INC000000357052	David Hansen	Application	Error	ZENworks for Desktops	No	0.12		
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed / No		No	3.14
INC000000357299	Colt Smith	PC/Laptop	None	None	No	0.03		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed / No		No	0.90
INC000000357359	Boyd Imai	Application	Error	ZENworks for Desktops	No	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed / No		Yes	10.78
INC000000357416	Ken Wilde	Application	Error	None	No	0.05		
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed / No		No	0.18
INC000000357452	Robin V Davis	Application	Error	None	Yes	1.17		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed / No		No	1.51
INC000000357910	John Hultquist	Network	Password	None	No	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed / No		No	0.00
INC000000358061	Jim Bowcutt	Application	Error	WordPerfect Office 2002	No	0.13		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed / No		Yes	6.11
INC000000358422	Alisa Westenskow	Billing	None	None	Yes	18.61		
	Billing	Sara Huff	Environmental Quality	Low	Closed / Yes		Yes	101.03
INC000000358423	Greg Sorenson	Print/Copy/Scan/Fax	None	None	No	0.96		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed / No		No	1.82
INC000000358595	Elden Olsen	PC/Laptop	Error	None	No	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed / No		No	0.83
INC000000358609	Michael Moss	Remote Connectivity	Error	None	No	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed / No		No	0.70
INC000000358754	Kathy Barker	None	None	None	No	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed / No		No	0.73
INC000000358757	Dale Jorgensen	None	None	None	No	0.31		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed / No		No	0.55

Environmental Quality

INC000000358853	Glade Sowards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000358864	Ying-Ying Macauley	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000358868	Brad M Lauchnor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000358897	Ying-Ying Macauley	PC/Laptop	Performance	None	TIR Missed: Yes	TIR: 1.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 12.31
INC000000359843	Kathy Barker	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.13
INC000000360050	Elisa Smith	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000360164	Elisa Smith	PC/Laptop	None	None	TIR Missed: No	TIR: 0.23
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.25
INC000000360272	Lisa Gelino-Titcomb	Application	Error	Mozilla Firefox	TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000360367	Heather Mickelson	Telecom	Call/Receive	None	TIR Missed: No	TIR: 0.85
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000360510	Steven Onysko	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.50
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.83
INC000000360571	Gary Kobzeff	Application	Password	None	TIR Missed: No	TIR: 0.61
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.96
INC000000360626	Faye Bell	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.44
INC000000360628	Marty Gray	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: Yes	TTR: 8.24
INC000000360782	Laurie Leib	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000360902	Camron Harry	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000360903	Dale Jorgensen	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.30
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.43
INC000000360909	Sonja Robinson	Network	Incident	None	TIR Missed: No	TIR: 0.04
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.81

Environmental Quality

Incident	Requester	Category	Type	Product	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000361056	Rose Kenworthy	PC/Laptop	Performance	None			No	0.00		
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed			No	0.43
INC000000361061	Marianne Booth	Application	None	Novell GroupWise			No	0.00		
	Metro B Hosting	James Gramse	Environmental Quality		Low	Closed			No	1.98
INC000000361206	Robert Neal Olson	Application	Error	None			No	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	0.00
INC000000361248	Gwyn Galloway	Print/Copy/Scan/Fax	Paper Jam	None			No	0.07		
	Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed			No	0.07
INC000000361558	Dale Jorgensen	Application	None	Microsoft Office 2003 Profession			No	0.15		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	0.91
INC000000361747	Bill Craig	None	None	None			No	0.00		
	Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed			No	0.00
INC000000362029	William Andes	Application	Error	Novell Messenger			No	0.00		
	Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed			No	0.00
INC000000362176	David Hansen	PC/Laptop	Performance	None			No	0.07		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	0.32
INC000000362342	Christopher Bittner	PC/Laptop	None	None			No	0.17		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	1.61
INC000000362418	Loren Morton	Application	Error	Internet Explorer			No	0.59		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	1.32
INC000000362661	William Andes	None	None	None			No	0.23		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	1.99
INC000000362662	Stacy Carroll	None	None	None			No	0.24		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	1.99
INC000000362668	Robert Neal Olson	None	None	None			No	0.24		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	1.99
INC000000362682	Jeri Olsen	Network	Error	None			No	0.36		
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Medium	Closed			No	1.29
INC000000362686	Teri Weiss	PC/Laptop	Performance	Novell Client for 32-bit Windows			No	0.32		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed			No	1.80
INC000000362764	Paul Zahn	Network	Incident	None			No	0.00		
	Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed			No	0.09
INC000000362836	Kathy Lundy	PC/Laptop	Hardware	None			No	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed			No	1.55

Environmental Quality

INC000000362838	Doug Taylor	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.54
INC000000362840	Ben Holcomb	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	5.71
INC000000362941	Laurie Leib	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.08
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.93
INC000000363010	Edith VanVleet	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	2.43
INC000000363046	Ilene Staker	Application	Error	Documentum		TIR Missed: Yes	TIR:	2.04
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	4.57
INC000000363116	Michelle Weis	Mobile Devices	Error	None		TIR Missed: No	TIR:	0.08
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.87
INC000000363231	Rachael Cassady	Application	Error	ZENworks for Desktops		TIR Missed: Yes	TIR:	1.12
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	2.87
INC000000363271	Richard McKeague III	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000363374	Kent Bott	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000363383	Colt Smith	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000363667	Dean Henderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.31
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.37
INC000000363704	Mark Novak	Network	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.40
INC000000363953	Edith VanVleet	Application	Error	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: Yes	TTR:	7.14
INC000000363954	Jim Lansbarkis	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	1.49
INC000000364219	Marianne Booth	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	1.59
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	2.20
INC000000364329	Doug Wong	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000364376	Harry D Campbell	Application	Error	None		TIR Missed: Yes	TIR:	1.96
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: Yes	TTR:	9.42

Environmental Quality

Incident	Name	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000364682	Deborah Ng	Application	None	ZENworks for Desktops	No	0.00		
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low			No	0.00
							Closed	
INC000000364694	Monique Rodriguez	Application	Error	None	No	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low			Yes	9.02
							Closed	
INC000000364768	Mark Novak	Application	Error	Novell GroupWise	No	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low			No	4.68
							Closed	
INC000000364925	Eva Nieminski	Application	Reporting	Novell Client for 32-bit Windows	Yes	1.25		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low			No	2.38
							Closed	
INC000000364997	Harold Sandbeck	Print/Copy/Scan/Fax	None	None	No	0.43		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low			No	2.76
							Closed	
INC000000365233	Elisa Smith	Application	None	None	No	0.00		
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low			No	0.11
							Closed	
INC000000365355	Gary Kobzeff	Network	Password	Novell Client for 32-bit Windows	No	0.00		
	Help Desk	Brenda Treadway	Environmental Quality	Low			No	0.00
							Closed	
INC000000365675	Tom Orth	Telecom	Voice Mail	None	No	0.16		
	Voice Operations	Romanza Hamblin	Environmental Quality	Low			No	0.34
							Closed	
INC000000365803	Faye Bell	Network	Error	Novell Client for 32-bit Windows	No	0.17		
	Network Operations	Kelli Okumura	Environmental Quality	Low			No	0.17
							Closed	
INC000000365840	Edith VanVleet	Application	Error	Novell Client for 32-bit Windows	No	0.00		
	Help Desk	Vicky Marrelli	Environmental Quality	Low			No	0.00
							Closed	
INC000000365918	Ilene Staker	None	None	ZENworks for Desktops	No	0.00		
	Metro B Help Desk	Gary Graham	Environmental Quality	Low			No	0.50
							Closed	
INC000000365947	Trisha Johnson	None	None	None	No	0.00		
	Metro B Help Desk	Gary Graham	Environmental Quality	Low			No	0.01
							Closed	
INC000000365975	Ilene Staker	None	None	ZENworks for Desktops	No	0.33		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low			No	0.33
							Closed	
INC000000365997	Therron Blatter	Network	Error	None	No	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low			No	0.03
							Closed	
INC000000365998	Brandy Cannon	Print/Copy/Scan/Fax	Queue	None	No	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low			No	0.03
							Closed	
INC000000366087	Dave McNeill	PC/Laptop	Hardware	None	No	0.75		
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low			No	2.90
							Closed	
INC000000366355	Doug Wong	Application	Error	Novell GroupWise	No	0.22		
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low			No	0.24
							Closed	

Environmental Quality

INC000000366527	Bill Damery	None	None	None		TIR Missed: No	TIR:	0.09
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000366588	Judy Etherington	PC/Laptop	None	None		TIR Missed: No	TIR:	0.26
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000366613	Carolyn Fritz	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.12
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.96
INC000000366678	Carolyn Fritz	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.75
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.40
INC000000367228	Harry D Campbell	None	None	None		TIR Missed: No	TIR:	0.00
	Application Services	Bill Felt	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000367688	Robyn Kurz	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.28
	Voice Operations	Romanza Hamblin	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000367865	Alex Pashley	PC/Laptop	None	None		TIR Missed: No	TIR:	0.22
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000367873	Dale Jorgensen	Application	Reporting	Adobe Acrobat		TIR Missed: No	TIR:	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000368104	Kathy Barker	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000368205	Ping Xi	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368257	Dave Wham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000368453	Camron Harry	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.47
INC000000368484	Michelle Weis	None	None	None		TIR Missed: No	TIR:	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.53
INC000000368511	Stacy Carroll	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.78
INC000000368561	Tad Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000368589	Michelle Weis	None	None	Adobe Acrobat		TIR Missed: No	TIR:	0.12
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000368874	Dave McNeill	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00

Environmental Quality

INC000000368941	Dave McNeill	Network	Incident	None	TIR Missed: Yes	TIR:	2.60
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.73
INC000000369182	Edith VanVleet	Application	Error	Adobe Photoshop	TIR Missed: No	TIR:	0.11
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.95
INC000000369364	Mark Berger	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.38
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.72
INC000000369380	Judy Etherington	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369410	Svetlana Kopytkovskiy	Network	None	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000369539	Tyler Cruickshank	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369543	Rik Ombach	Network	None	None	TIR Missed: No	TIR:	0.04
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.07
INC000000369577	Stacy Carroll	Network	Error	None	TIR Missed: No	TIR:	0.22
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000369606	Doug Taylor	Application	Error	PDF Complete	TIR Missed: No	TIR:	0.10
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.36
INC000000369619	Loren Morton	Application	None	Adobe Acrobat	TIR Missed: Yes	TIR:	1.14
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	3.95
INC000000369755	Steven Onysko	Telecom	Hardware	Telephone	TIR Missed: No	TIR:	0.34
Voice/Data/WAN Services	Spencer Blodgett	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000369971	Ed Macauley Jr	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000369976	Mike Herkimer	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.52
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	3.15
INC000000370004	David Hansen	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.09
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.70
INC000000370068	Kari Lundeen	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.14
Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	5.65
INC000000370330	Doug Taylor	Application	Reporting	Adobe Acrobat	TIR Missed: No	TIR:	0.49
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	1.02
INC000000370359	Steven Onysko	Application	Error	None	TIR Missed: No	TIR:	0.11
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	4.17

Environmental Quality

INC000000370663	Rachael Cassady	None	None	None			TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.00
INC000000370766	Jule Fausto	None	None	None			TIR Missed:	No	TIR:	0.21
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	1.55
INC000000371464	Marianne Booth	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No	TIR:	0.12
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.91
INC000000371534	Philip Griffin	PC/Laptop	None	None			TIR Missed:	No	TIR:	0.30
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	1.32
INC000000371701	Bowen A Call	Mobile Devices	Error	None			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.04
INC000000371733	Michael Yang	Application	Reporting	Adobe Creative Suite 3 Design			TIR Missed:	No	TIR:	0.25
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	2.73
INC000000371898	Michelle Weis	Application	Error	None			TIR Missed:	No	TIR:	0.35
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	2.74
INC000000371914	Randy Gordon	Network	Error	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.05
INC000000372471	Mark Hansen	None	None	None			TIR Missed:	No	TIR:	0.17
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.35
INC000000372654	Christopher Pennell	None	None	None			TIR Missed:	No	TIR:	0.00
Metro D Help Desk	John Robinson	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.00
INC000000372660	Christopher Pennell	Network	Password	None			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.00
INC000000372812	Ilene Staker	Application	None	None			TIR Missed:	No	TIR:	0.51
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	2.74
INC000000372978	Doug Taylor	Application	Error	Adobe Acrobat			TIR Missed:	No	TIR:	0.68
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	2.51
INC000000373125	Gwyn Galloway	Application	Error	None			TIR Missed:	No	TIR:	0.20
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.20
INC000000373277	Colleen Delaney	Application	None	None			TIR Missed:	No	TIR:	0.38
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.47
INC000000373377	Hans Millican	Network	Password	None			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	0.12
INC000000373380	Reginald Olsen	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved			TTR Missed:	No	TTR:	3.54

Environmental Quality

INC000000373490	Lori Knudsen	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.64
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.69
INC000000373623	Rose Kenworthy	None	None	None		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000373685	Teri Weiss	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.57
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	3.79
INC000000373793	Lisa Gelino-Titcomb	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.97
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.79
INC000000373802	Sharon Anderson	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	2.67
INC000000373952	Gwyn Galloway	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.47
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR:	0.81